

# 2002 Consumer Satisfaction *for*

## **Quality Residential Care** Residential Care Facility Southwest Region Supported Community Living

Division of Comprehensive Psychiatric Services  
Missouri Department of Mental Health  
Residential Care Facilities



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*Thanks to the many people who  
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Measurement Group.*



## August 2002

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

### Comprehensive Psychiatric Services-Residential Care Facilities

**Agency:** Quality Residential Care- Southwest Region Supported Community Living

## Demographics

		Agency Survey Returns		
		Total State	Total Region	Total Agency
SEX	Male	60.3%	58.1%	82.4%
	Female	39.7%	41.9%	17.6%
RACE	White	76.3%	90.1%	100.0%
	Black	17.1%	3.8%	0%
	Hispanic	0.6%	0%	0%
	Native American	1.9%	2.7%	0%
	Pacific Islander	0.4%	0.3%	0%
	Alaskan	0.1%	0%	0%
	Oriental	0.6%	0.7%	0%
	Bi-racial	0.6%	1.4%	0%
	Other	2.5%	1.0%	0%
	MEAN AGE	46.04	43.16	41.25
	0-17	0.1%	0.3%	0%
	18-49	62.0%	65.7%	87.5%
	50+	37.9%	33.9%	12.5%

## Sample Size

*Information is based on the number of interviews and the number of people served according to DMH billing records.*

	Number of Forms Sent	Number of Refusals	Number Who Received Assistance	Number Forms Returned	Percent of Served Returned
Total State	2711	48	244	1347	49.7%
Total Region	452	14	67	316	69.9%
Total Agency	24	0	0	17	70.8%
*Unduplicated Count					

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## Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item.

	Overall Agency Totals	
	State	Agency
Are you deaf or hard of hearing?	11.9%	6.3%
If yes, do you use sign language?	11.9%	0%
If you use sign language, did this agency use sign language without the help of an interpreter?	9.5%	0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	12.5%	0%

# Medicaid

In 2002, the Consumer Satisfaction Survey asked questions about Medicaid. The results of those questions are below and represent the percentage of affirmative answers.

	Overall Agency Totals	
	State	Agency
Do you receive Medicaid?	93.1%	100.0%
<i>If yes, are you a member of an MC+ health plan?</i>	20.7%	0%

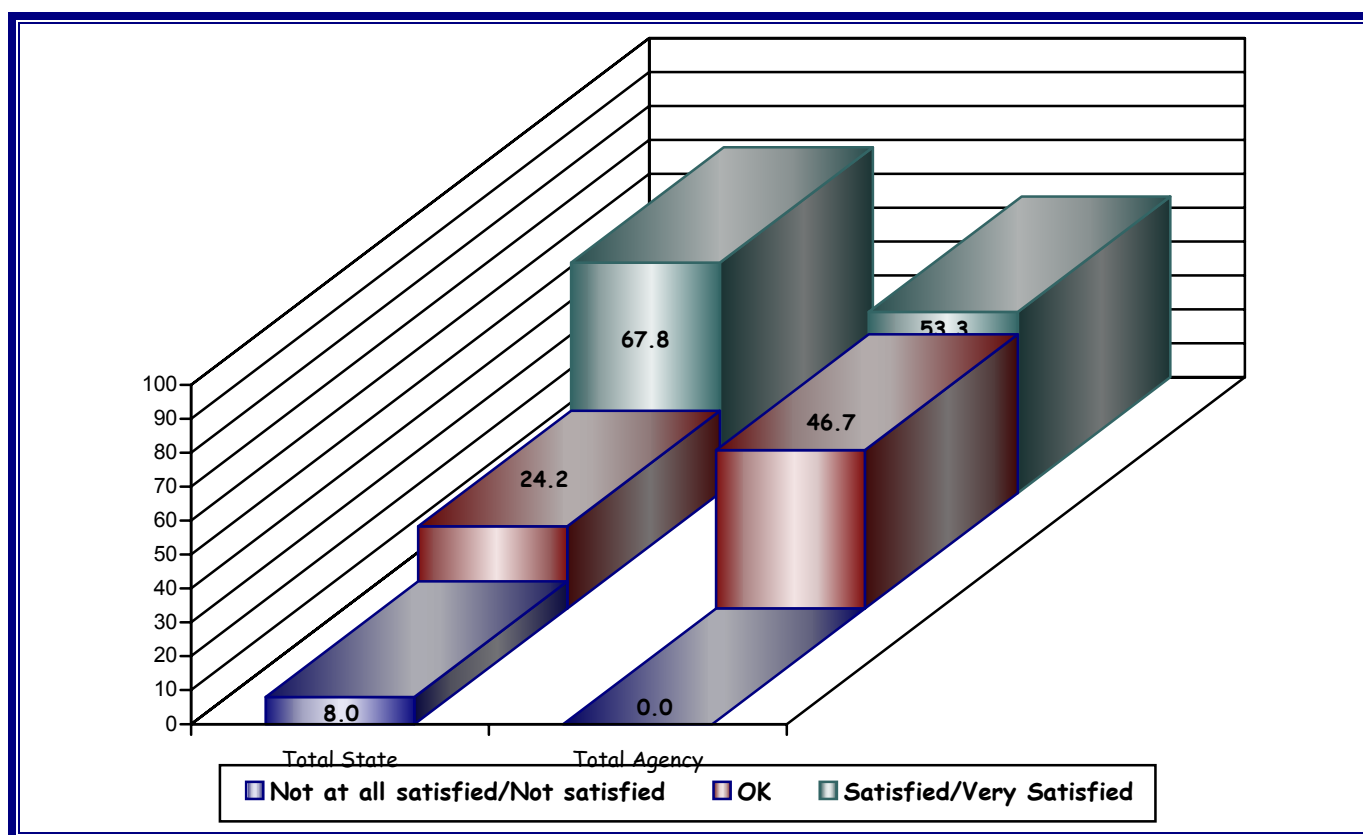
# Consumer Preferences in Living Arrangements

The Department of Mental Health asked adult consumers where they preferred to live. In addition, consumers were asked what resources were needed to live in another location. These questions are particularly important in light of the Olmstead Decision.<sup>1</sup>

	Overall Agency Totals	
	State	Agency
<i>Where Would you prefer to live?</i>		
Where I am now	40.6%	20.0%
Group Home	4.8%	6.7%
Semi-Independent	10.7%	6.7%
Independent Apartment	28.5%	33.3%
With Family Member	11.5%	26.7%
Other	3.9%	6.7%
<i>What resources do you need?</i>		
Financial Assistance	44.0%	41.2%
More Mental Health Services	16.5%	23.5%
Assistance in learning how to take care of myself	17.4%	11.8%
Help to find and keep a job	30.1%	41.2%
Someone to stop by and help me with things, either regularly or when I call.	29.0%	11.8%
Someone to help me learn how to take care of my money	22.7%	29.4%

<sup>1</sup> The Supreme Court's Olmstead Decision (Olmstead v. L.C.) requires states to administer their services, programs, and activities "in the most integrated setting appropriate to the needs of qualified individuals with disabilities."

## Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 67.8% of the consumers of CPS Residential Care Facilities who responded to the survey were "satisfied" or "very satisfied" with their services.
- The percent of individuals who reported they were "satisfied" or "very satisfied" with the services of this agency was lower than the state average (53.3% for this agency versus 67.8% for the state).

## Satisfaction with Services

How satisfied are you . . .	Total Consumers	
	State	Agency
with the Regional Care Facility staff who provide you with services?	3.88 (a) (1223)	3.69 (16)
that the staff are helpful to you?	3.93 (1229)	3.67 (15)
with how staff keep things about you and your life confidential?	3.87 (1209)	3.53 (15)
that your treatment plan has what you want in it?	3.80 (1204)	3.43 (14)
that the staff is assisting you achieve the goals on your treatment plan?	3.84 (1198)	3.36 (14)
that the Facility staff respect your ethnic and cultural background?	3.98 (1194)	3.87 (15)
with the services that you receive from the Residential Care Facility?	3.92 (1216)	3.67 (15)
that staff treats you with respect, courtesy, caring, and kindness?	3.93 (1232)	3.75 (16)
that the environment is clean and comfortable?	4.01 (1230)	3.69 (16)
that the meals are good, nutritious and sufficient amounts?	3.81 (1227)	3.44 (16)
<p>(a) The first number represents a mean rating.  The number in parentheses represents the number responding to this item.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p>		

### Some of the key findings were:

- Statewide, the people served by Residential Care Facilities reported that they were satisfied with the services they received. Statewide, the mean scores ranged from 3.80 to 4.01. (Scale: 1=not at all satisfied...5=very satisfied)
- For this agency, the people were most satisfied that the Facility staff respects their ethnic and cultural background (mean of 3.87). They were least satisfied that the staff is assisting them achieve the goals on their treatment plan (mean of 3.36).

# Satisfaction with Quality of Life

How satisfied are you . . .	Total State RCF Services	Total Region RCF Services
with how you spend your day?	3.64 (a) (1230)	3.27 (15)
with where you live?	3.71 (1220)	3.53 (15)
with the amount of choices you have in your life?	3.55 (1222)	2.93 (15)
with the opportunities/chances you have to make friends?	3.73 (1219)	3.73 (15)
with your general health care?	3.89 (1223)	3.60 (15)
with what you do during your free time?	3.79 (1222)	3.94 (16)
How safe do you feel . . .		
in this facility?	3.92 (1222)	3.80 (15)
in your neighborhood?	3.87 (1199)	3.60 (15)
<p>(a) The first number represents a mean rating.  The number in parentheses represents the number responding to this item.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p>		

## Some of the key findings were:

- Statewide the quality of life ratings were slightly below the mean service ratings.
- The consumers in this agency were most satisfied with what they do during their free time (mean of 3.94). They were least satisfied with the amount of choices they have in their lives (mean of 2.93).



## Sampling Methodology

During April and May of 2002, Supported Community Living staff from the Regional Office distributed surveys to individuals residing in Regional Care Facilities. Only facilities with at least six Department of Mental Health consumers were surveyed. The Supported Community Living staff offered to assist residents with the survey if needed.

## Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

*Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes Evaluation, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.*